Tarrant County - Catholic Charities
On Demand Pilot

Presented to
Mobility on Demand Working Group
August 21, 2017

Russell Schaffner
Mobility Coordinator
Tarrant County

Corinne Weaver
Research + Innovation
Catholic Charities, Diocese of Fort Worth
Yellow – NETS
Green – Handitran
Orange – TCTS
Gray - FWTA
OUR WORK

Catholic Charities Fort Worth (CCFW) is an enterprising nonprofit with a belief that ending poverty is possible. Our diverse services, poverty solutions, and income-generating social enterprises help tens of thousands in our 28 county diocese each year, most of whom are the working poor, some of whom are even Catholic. We strategically challenge the way poverty is addressed nationwide by scrupulously testing our own case management methods through research partnerships, exporting our known solutions to other non-profits, and serving as a resource for what works on Capitol Hill. We invite you to come and check out our nonprofit 2.0 approach.
Pilot Framework

Program Components

Holistic Case Management
- Goal setting & planning
- Financial & employment services
- Resources & referrals

On-demand transportation
- Employment
- Child care
- Case management

Short-term Outcomes

Establishing SMART goals
Stable transportation
Savings behavior
Engagement in Case Mgmt.

Long-term Outcomes

Self-Sufficient Transportation
Stable Employment
Type of trips allowed
• Employment (12 weeks+)
• Pre-employment (up to 6 trips)
• Case management trips
• Employment + child care trips

Pilot Operations
• 1 part-time staff
• Google site for access to
  • Pilot information
  • Resources
  • Forms
  • Reports

Transportation Provider
• Uber (Uber for Business account)
• Lyft (Lyft Business)

Case Management
• Existing programs
• Think Tanks
Pilot Evaluation

What do we want to learn?
• Can program goals be accomplished within 12 weeks?
• What case management components are essential?
• Is this approach cost effective when considering the benefit?
• Is this approach scalable? Replicable?

Evaluation Components
• In-depth client interviews before and after the pilot
• Case manager input
• Ride data to understand the cost
• Partnering with the Wilson Sheehan Lab for Economic Opportunities at the University of Notre Dame [https://leo.nd.edu/](https://leo.nd.edu/)
Pilot Eligibility

Area of Residence
• Commissioner Precinct 2 (20+ clients)
• Remainder of Tarrant County (20+ clients)

Existing CCFW clients
• Actively engaged in case management

Demographics
• 18 to 55
• Income below living wage standards

Employed
• or actively seeking employment
Client Profiles

- Total: 34
  - Active: 10
  - Pending: 5
  - Complete: 19

Average Age: 34 years
Average household income: $22,500

Types of employment
- Entry level (53%)
- Intermediate (41%)
- Middle management (6%)

Industry
- Retail (35%)
- Manufacturing (29%)
- Services, education/business (24%)
- Other (12%)

Transportation
- 0.7 average vehicles per household
- 35% have a valid driver’s license
Example Client

Client Profile
• 50 year old, single adult
• Came to CCFW in March 2016 for help with employment
• Found position in Alliance area working on an assembly line

Commute before pilot
• 1 hour bus ride followed by ride to work

Transportation goals
• Obtain a driver’s license
• Purchase a car
Example Client

Commute during pilot
• 99 work trips
• avg. cost $27
• avg. miles 23, avg. minutes 39

Case management support during pilot
• Attended DMV with client
• Resource and referral for purchasing insurance and a car

Progress toward goals
• Gained learner's permit
• Saved $600 out of $1700 needed for the purchase of a car

Post-pilot status
• Paying $35 a week for a ride with co-worker
• Paying for driving lessons through a driving school
Trip Locations

Residency
- Precinct 2
- Tarrant County

Type
- Employment
- Home
- Pre-Employment
Ride Data

Cost per Trip

- Total: $15
- Precinct 2: $12
- Tarrant County*: $20

# of Trips taken

- Total: 1,769
- Precinct 2: 1,012
- Tarrant County*: 757

Minutes/Miles Per Trip

- Total
  - Minutes per Trip: 23
  - Miles per Trip: 11
- Precinct 2
  - Minutes per Trip: 19
  - Miles per Trip: 8
- Tarrant County*
  - Minutes per Trip: 28
  - Miles per Trip: 16

Cost per Minute/Mile

- Cost per Minute:
  - Total: $2.03
  - Precinct 2: $0.75
  - Tarrant County*: $0.75

* Denotes reminder of Tarrant County beyond Precinct 2
Key Learnings to Date

- Generally clients reported feeling **safe** and indicated services were **reliable**, easy to coordinate, and that their commutes were shorter
  - Occasional issues around long wait times and cancelled rides

- **Reduction** in the number of clients who **missed work** due to a lack of transportation
  - No evidence of reduction in number of clients who are late to work due to transportation issues

- Clients **reduced transportation-related spending** during the pilot from $105/week to $25/week – **enables saving**
  - 12 weeks may not be enough for the size of client goals (e.g., non licensed)
Challenges

Case Management
- Right size goals
- Driver's licenses
- Emergent needs (e.g., sick child)

Transportation
- Use of app
- Occasional case of driver’s not available

Pilot
- Trouble shooting with remote technology
- Address restrictions

Opportunities

Case Management
- Placement tools
- Goal planning tools

Transportation
- Enhancing relationships
- Expanding partners

Pilot
- Extensions
- Savings matching
Questions?